

## IDEA/Part C Central Referral

*Approved: July 1, 2019*

*Updated: April 22, 2022*

*Who is responsible: Central Referral Team*

### Receipt of Referrals

All referrals for IDEA/Part C services will be received and processed by the Central Referral Team (CRT). The CRT will accept referrals for children birth to 36 months via central referral line and webform. Referrals are processed Monday–Friday during normal business hours (8:00 a.m.-4:30 p.m.). Referrals received after hours will be processed the following business day.

Referrals received from the South Carolina Department of Social Services (SCDSS) pursuant to the Child Abuse Prevention and Treatment Act (CAPTA) shall be processed in the same manner as traditional referrals. If the child is in an out-of-home placement, the CRT will work with the appointed guardian.

### Referral Verification

The CRT member must process referrals on a first-in, first-out basis, per date of referral.

The CRT member will evaluate the referral for completeness. To be deemed complete, a referral must contain:

- Child's first and last name.
- Valid contact information, including address, and guardian's phone number or email address.
- Child's date of birth.
- Parent's Name.
- Referral source contact information.
- Reason for referral including any diagnoses or concerns with development.

If the minimum requirements above are not included with the referral, the CRT will attempt to contact the referral source and/or the parent to obtain information. Contact attempts must be documented in OnBase. Failure of the referrer or parent to provide complete information within 7 business days of contact will result in the referral being deemed as incomplete and will be documented as withdrawn in OnBase. A Referral Status Update will be sent to the referral source.

The 45-day timeline does not start until a complete referral has been received. Once the referral is validated as complete the CRT will complete the actions listed in the Referral Follow-up section below.

The initial contact must be conducted in the native language(s) of the family. There may be instances when conducting the initial contact in the native language of the family is not possible because, for example, interpreters for a particular language cannot be located. CRT will utilize the SCDHHS Telelanguage service for foreign language interpretation.

The CRT members will work referrals from the OnBase Referral 1<sup>st</sup> Contact Queue, in the order in which they were received.

A CRT member will attempt the initial contact within one business day of receipt of referral. A second attempt will be made within one business day of the first attempt. If the second contact is unsuccessful, follow the procedure for no-contact referral closure. All attempts to contact must be documented in OnBase. If contact with the parent is successful, the CRT member should:

- Explain the purpose of the IDEA/Part C program and the nature of the child's referral.

- Explain the evaluation process
- Ask the parent if they would like to move forward with an eligibility evaluation.

Once a parent elects to participate in the eligibility process, the CRT member should:

- Inform the family that they will be receiving a packet of information and forms through DocuSign, relevant to the IDEA/Part C program.
- Explain the purpose of the intake appointment and possible outcomes.
- Document intake information in OnBase.

Should a parent decline to move forward with the eligibility evaluation, the CRT member will document the decision in OnBase and follow the procedure for referral closure due to parent withdrawal in BRIDGES and in OnBase.

CRT Data team will simultaneously update the data systems.

## Special Considerations

Homeless children and families: following up with children and families known to be homeless may require non-traditional methods of contact that might include working with local law enforcement officers, soup lines, Salvation Army, homeless shelters, etc. IDEA/Part C and partnering agencies should make efforts to locate and refer these children.

In lieu of the child's natural environment, hospitalized children may be screened and evaluated in an inpatient setting.

Children referred to IDEA/Part C who are identified in MMIS as receiving hospice services may receive early intervention services if eligible.

CRT may elect to extend the referral an additional 7 business days if there is evidence that the child or family is homeless, has been recently displaced, or for other good cause. Such good cause must be documented in OnBase. If the referral results in eligibility and a late initial IFSP, the delay reason documented by the Intake Coordinator in the BRIDGES communication log. The delay reason will be "Child/Family/Guardian Unavailable".

## Scheduling an Intake and Evaluation Visit

Once a parent has agreed to schedule an intake and evaluation appointment, the intake should be scheduled at the first available date and location that accommodates the family and the IDEA/Part C Eligibility Office. Note: If the family wants an appointment later than what is offered, document the delay in OnBase Documentation template.

The CRT member will schedule the intake appointment through the Microsoft Bookings software system.

The CRT member should then ensure the following tasks are completed:

- Complete the DocuSign Intake packet, and either- email or text to the family.
  - The packet will include the appointment letter with the date, time, location, contact information for the assigned Intake Coordinator. Instructions on how to reschedule appointments are included in the appointment letter.
- The DocuSign email will include a service coordination provider choice form that includes a brief explanation of the service and a list of all providers serving that county.

## Rescheduling an Intake and Evaluation Visit

The appointment letter sent to families contains detailed instructions on how to reschedule appointments.

CRT will edit the original Bookings appointment to the next available appointment if the family cancels. If the BNIC cancels, the appointment will be rescheduled within the next 5 business days.

If a family fails to show-up or answer, the BabyNet Intake Coordinator (BNIC) will attempt to conduct the evaluation within 30 minutes of the originally scheduled time. The BNIC will make an attempt to contact the family (phone call, email, etc.). If the BNIC is unable to reach the family, they will make an additional contact attempt the following business day. If the BNIC is unable to reach the family on the second attempt, a *No Contact* packet, including the Prior Written Notice that explains to the family that the record will be closed in 7 days if there is no response, will be sent to the family. If there is no response, the Intake Coordinator will document this in BRIDGES and will push the referral to the *No Contact Queue* in OnBase. If the family does not call within 7 days, from Prior Written Notice, the Central Referral Data team will close the case in the data systems. If the family calls prior to 7 days, the BNIC will inquire as to if the family wants to reschedule the visit and if they do, the appointment will be rescheduled with the assistance of CRT.

## Referral Closure

If the child exits IDEA/Part C at any time prior to completion of an IDEA/Part C eligibility evaluation, CRT and the Intake Coordinator must follow the appropriate procedures for documenting the closure and making best efforts to notify the family of the closure.

**Closure of a Referral:** Referrals that are closed prior to the eligibility evaluation should receive a complete closure packet.

When a referral is closed prior to scheduling Intake, the CRT member will:

- Mail and/or email closure packet to the child's parent.
- Mail and/or email Referral Status Update to the referral source.
- Upload the *No-Contact* packet or Parent Withdrawal packet to OnBase and push the referral to the No Contact or Parent Withdrawal queue.
- If a response is not received within the 7 days, the CRT Data team will close the case in the data systems.
- Document the closure activities in OnBase Data Entry Form and withdraw the referral in OnBase.

When a referral is closed after assignment to Intake Coordinator, the assigned Intake Coordinator will:

- Mail and/or email a closure packet to the child's parent.
- Mail and/or email Referral Status Update to the referral source.
- Upload the Parent Withdrawal packet in OnBase and push the referral to Parent Withdrawal queue.
- If a response is not received within 7 days, the CRT data team will close the case in the data systems.
- If the parent contacts the CRT instead of the Intake Coordinator, the CRT will complete the closure activities.

<b>Reason</b>	<b>Prior Written Notice Selection</b>	<b>BRIDGES Closure Reason</b>
Lack of contact	We have not been able to contact you to discuss IDEA/Part C services.	Attempts to Contact Unsuccessful
Intake and evaluation appointment not kept	You were unable to come to one or more appointments for the intake, evaluation, or assessment activities to determine eligibility for IDEA/Part C services.	Attempts to Contact Unsuccessful
Withdrawal	<p>You have chosen to decline an eligibility evaluation</p> <p>OR</p> <p>You have notified IDEA/Part C that you are not (or no longer) interested in IDEA/Part C services for your child.</p>	Parent Withdrawal